

MASTERING CRUCIAL CONVERSATIONS & COMMUNICATION



Leaders increase their effectiveness and serve as an example for others by being transparent, direct and collaborative. This course will help ground your communication in empathy and develop leadership presence.

YOU'LL LEARN TO:

- ✓ Prepare for “hard” people conversations
- ✓ Address difficult issues and say what needs to be said
- ✓ Effectively communicate in a variety of settings
- ✓ Adapt your leadership style to each unique situation
- ✓ Create milestones and symbols to rally support behind the vision



DESIGNED FOR

Experienced Supervisors and Managers ready for bigger challenges and broader influence